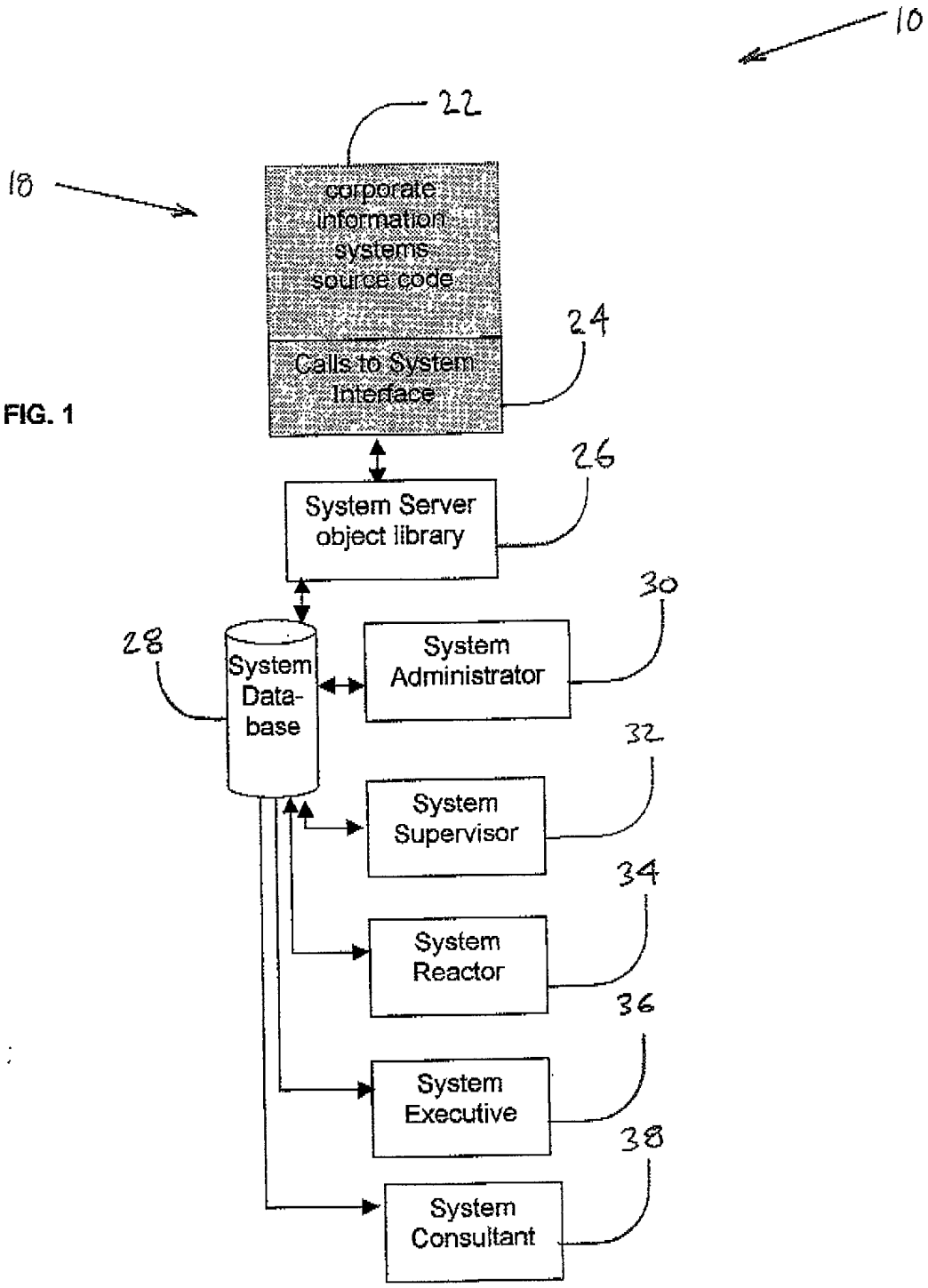


FIG. 1

09780545 - 022104

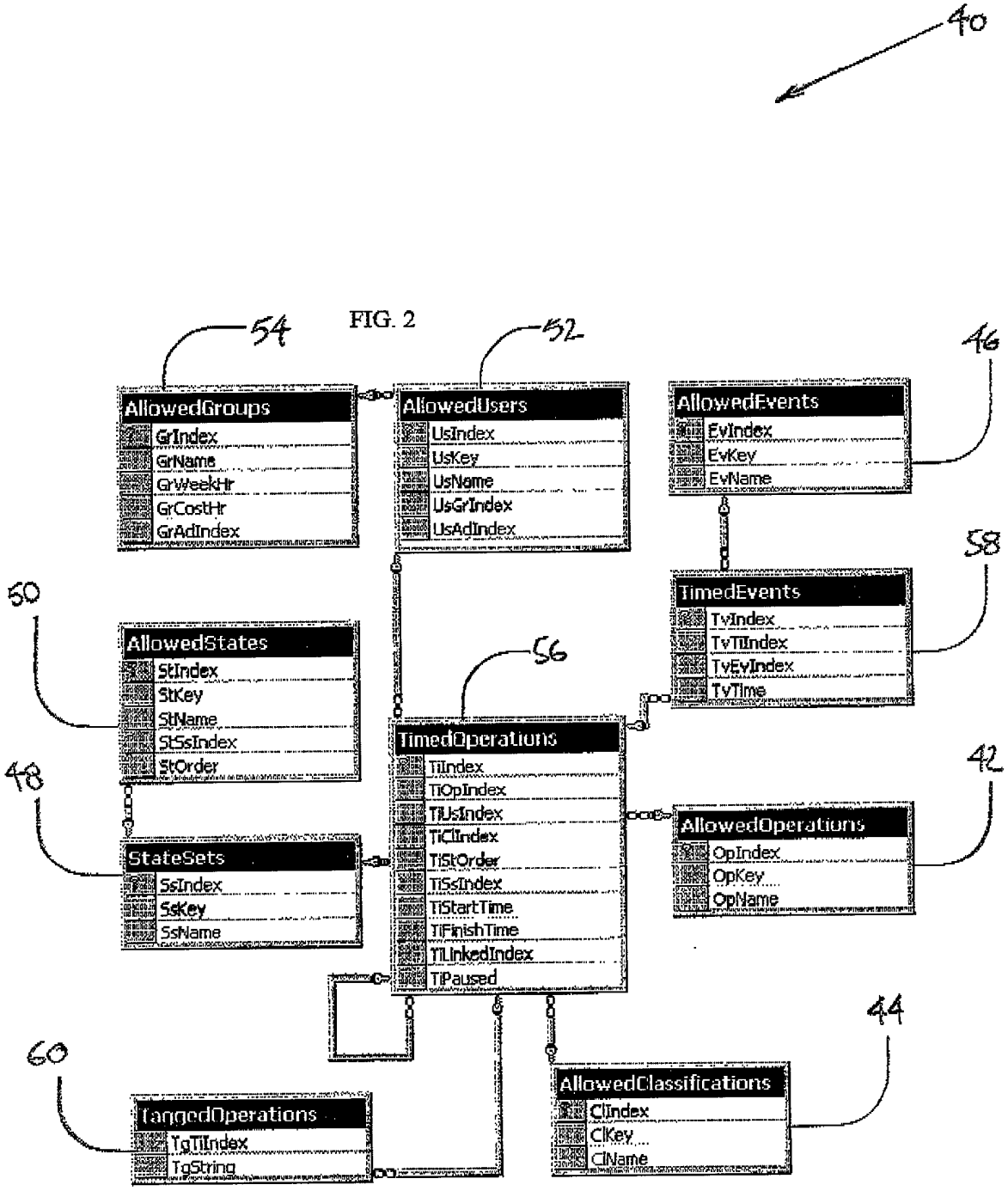


FIG. 2

09/782,850 - 02/12/01

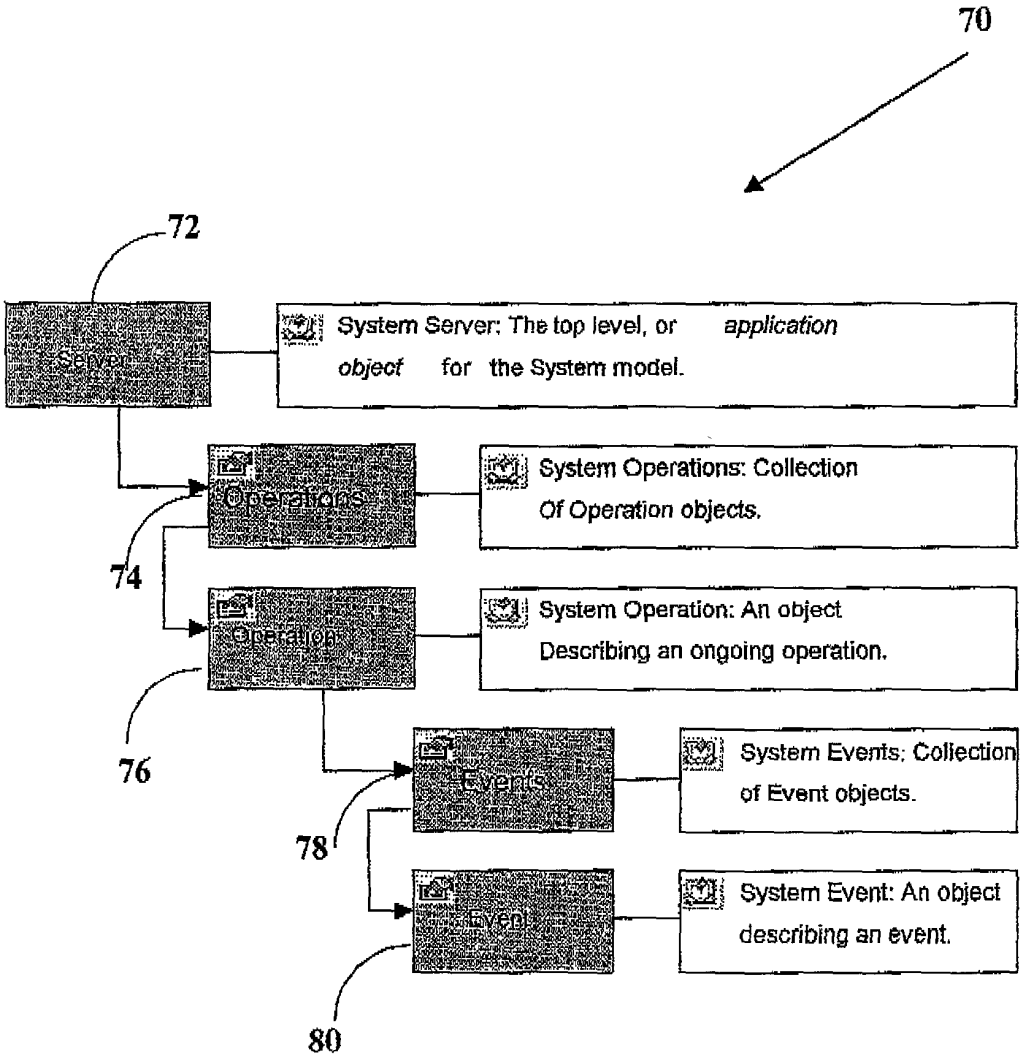

70
72
Server
System Server: The top level, or application object for the System model.
Operations
System Operations: Collection Of Operation objects.
74
Operation
System Operation: An object Describing an ongoing operation.
76
Events
System Events: Collection of Event objects.
78
Event
System Event: An object describing an event.
80

FIG. 3

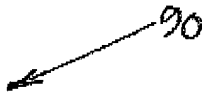
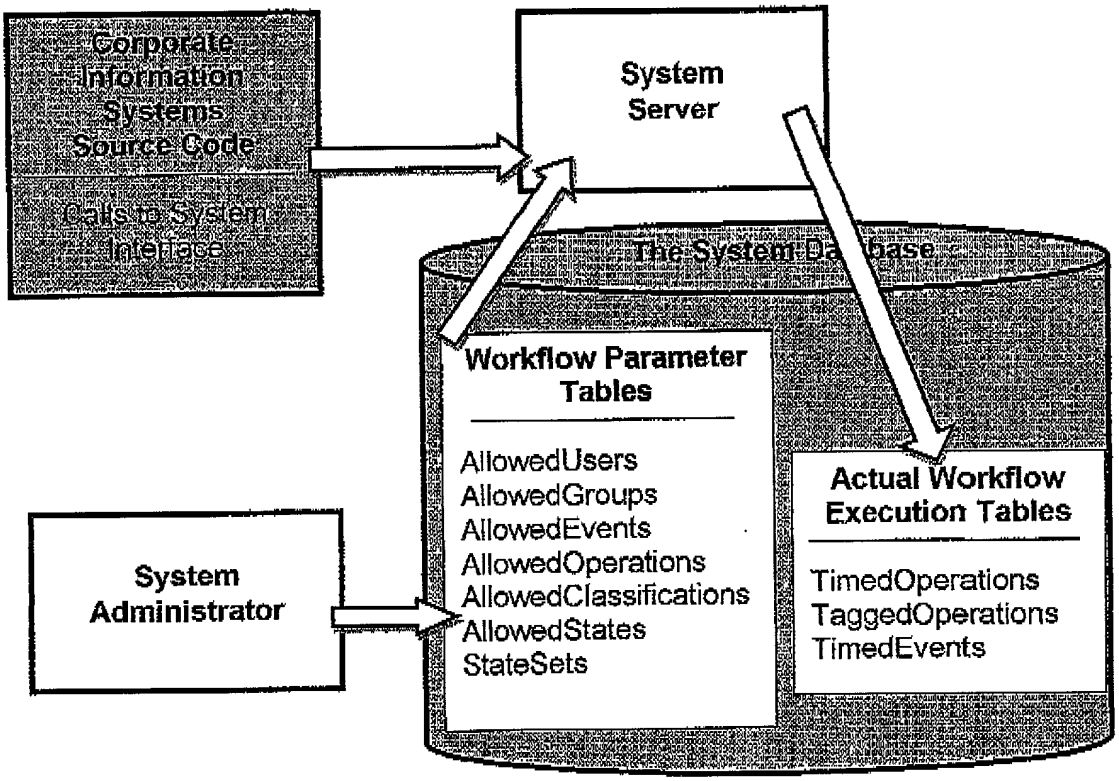


FIG. 4



09/938,545 - 05/14/04

FIG. 5

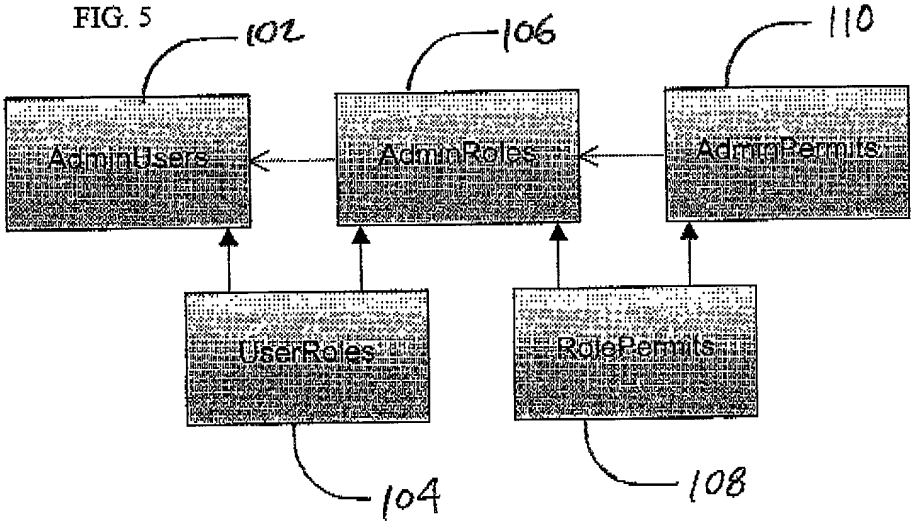
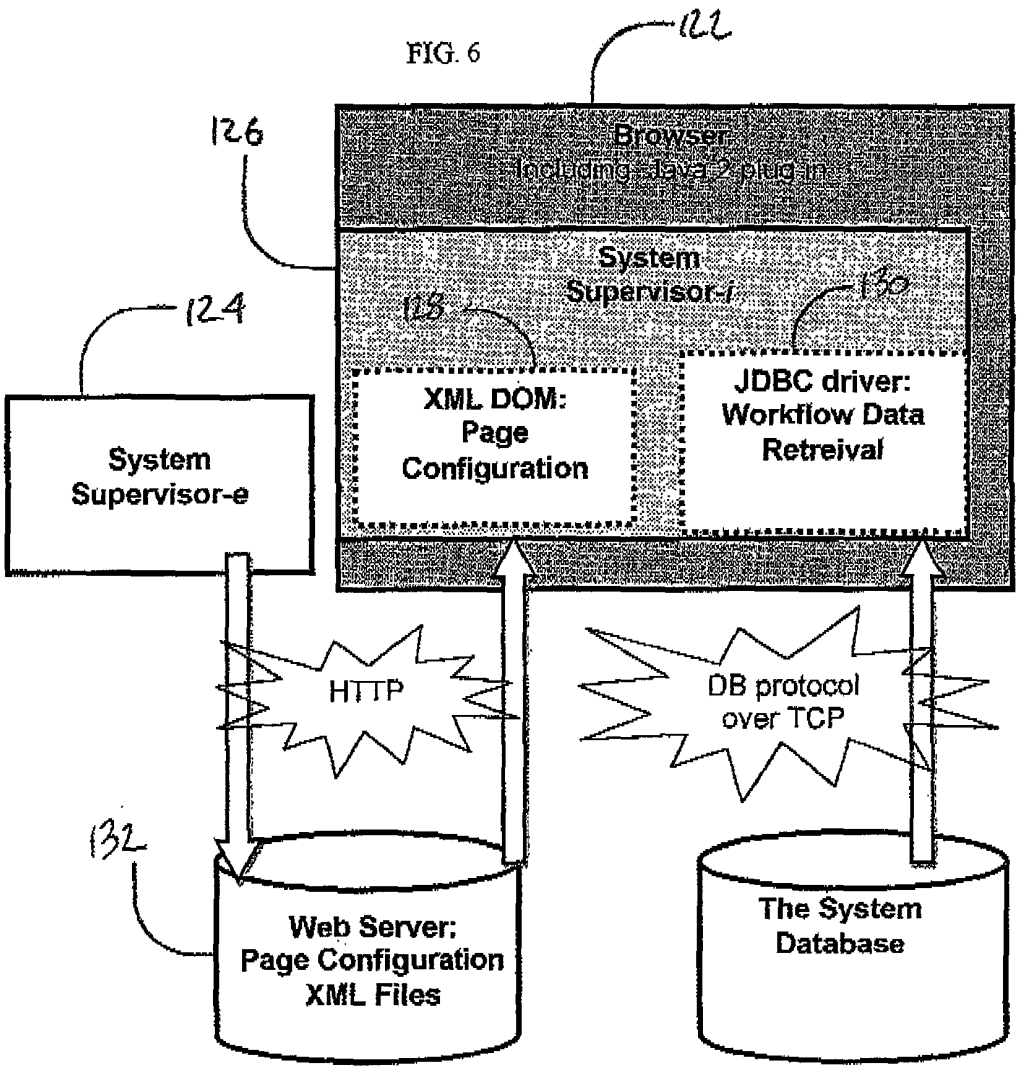
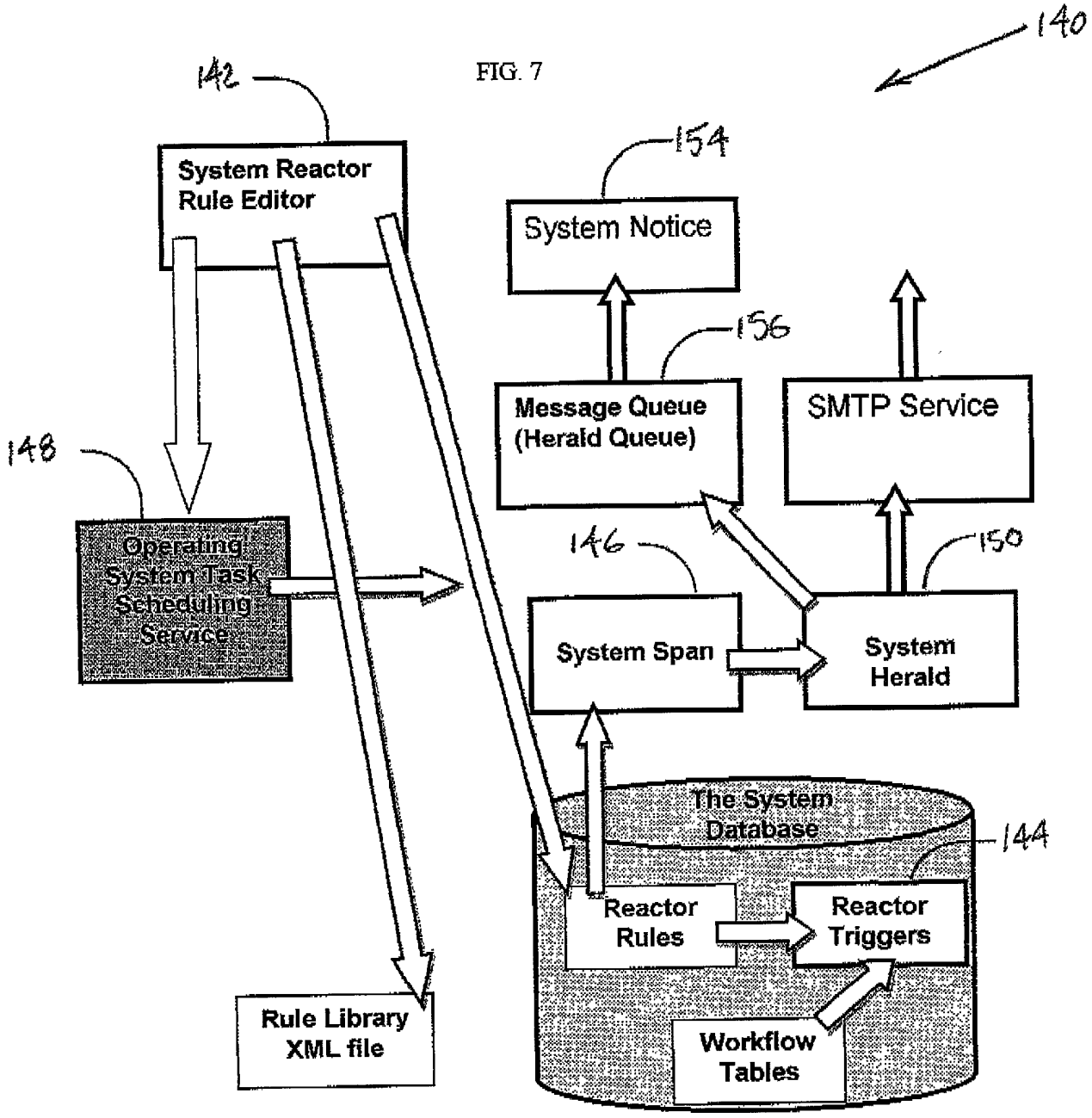


FIG. 6



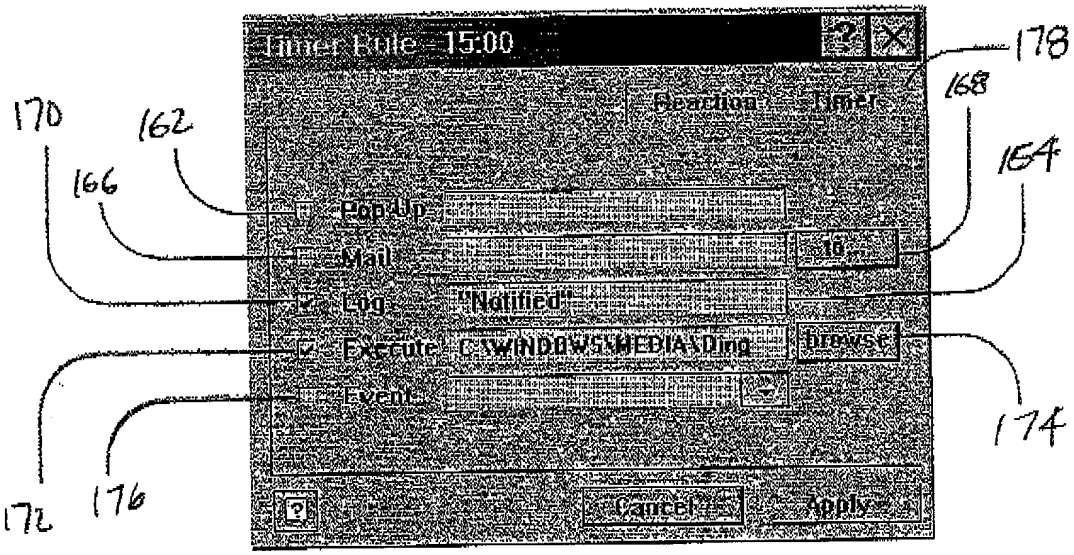
09/782,850 - 02/15/01

FIG. 7


140
142
System Reactor Rule Editor
154
System Notice
156
Message Queue (Herald Queue)
SMTP Service
148
Operating System Task Scheduling Service
146
150
System Span
System Herald
The System Database
144
Reactor Rules
Reactor Triggers
Workflow Tables
Rule Library XML file

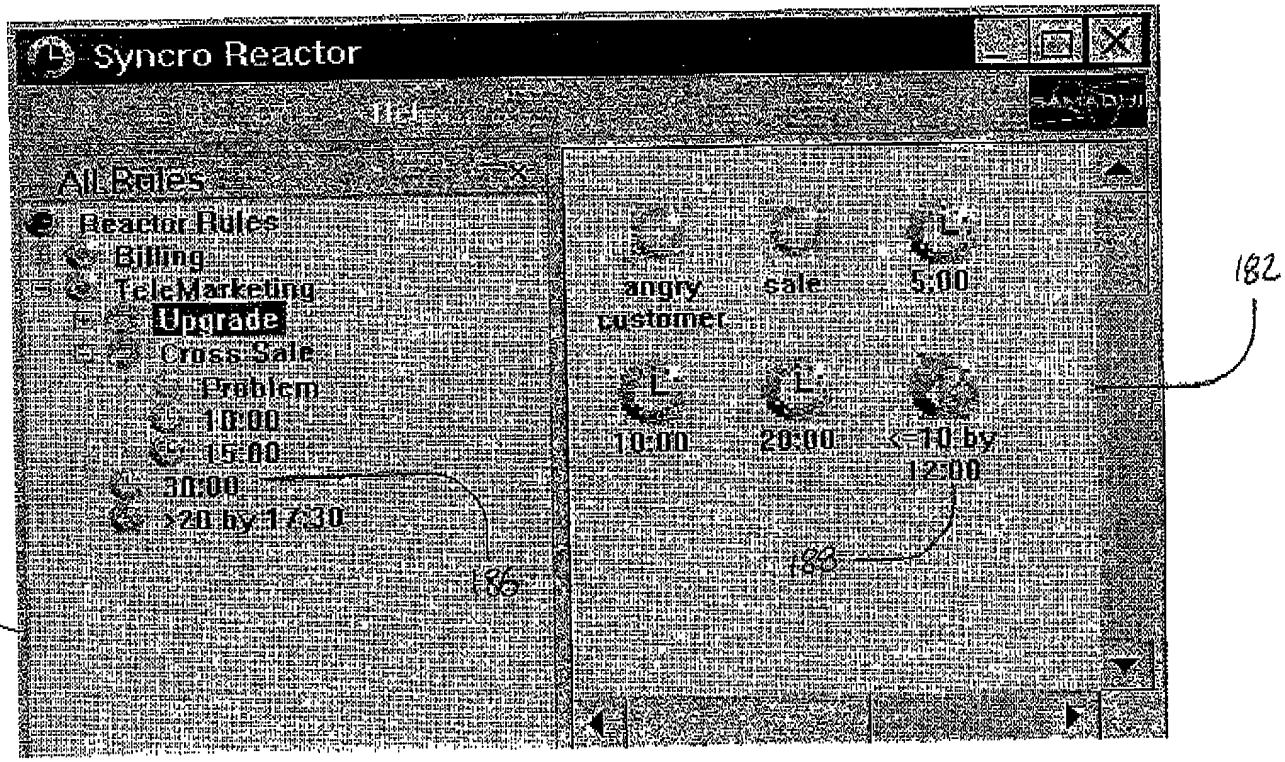
160

FIG. 8


Timer Rule - 15:00
Reaction
Timer
Pop Up
Mail
10
Log
"Notified"
Execute
C:\WINDOWS\MEDIA\Ding
Browse
Event
Cancel
Apply
178
168
170
162
166
164
172
176
174

180

FIG. 9


Syncro Reactor
All Rules
Reactor Rules
Billing
TeleMarketing
Upgrade
Cross Sale
Problem
10:00
15:00
30:00
>20 by 17:30
angry customer
sale
5:00
10:00
20:00
<=10 by 12:00
182
184
186
183

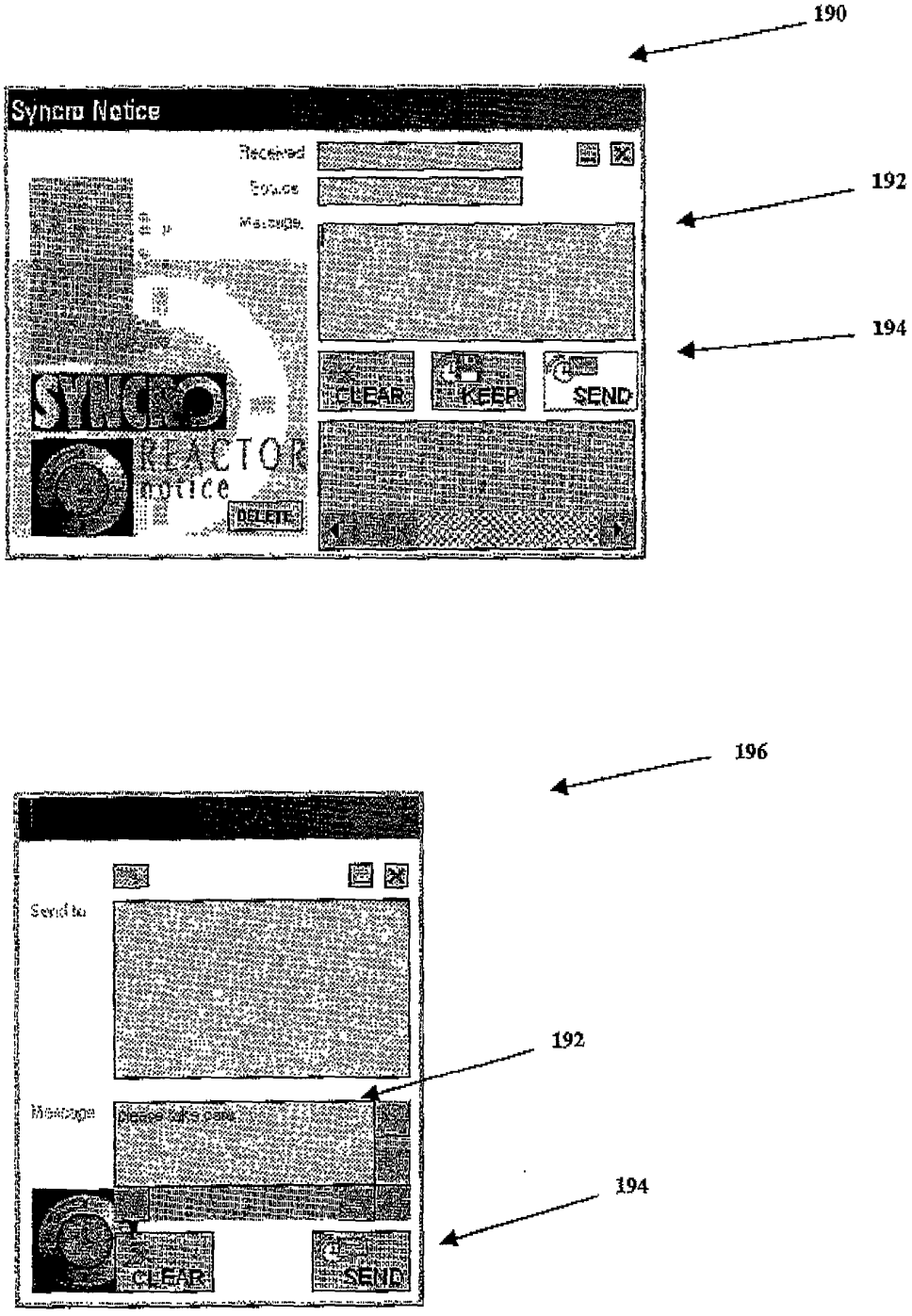


FIG. 10

Syncro Ex. 2015, p. 20 of 26

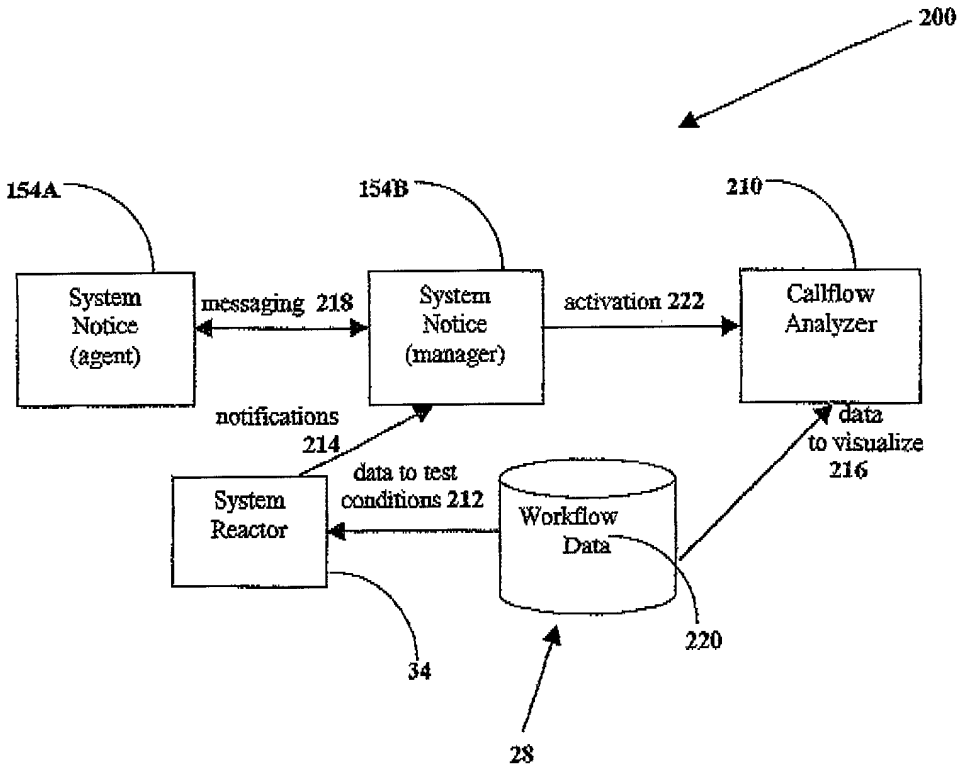


FIG. 11

Exhibit 2 Page 20 of 26

T02T20" GhE28/60

12-Feb. 2001 16:58

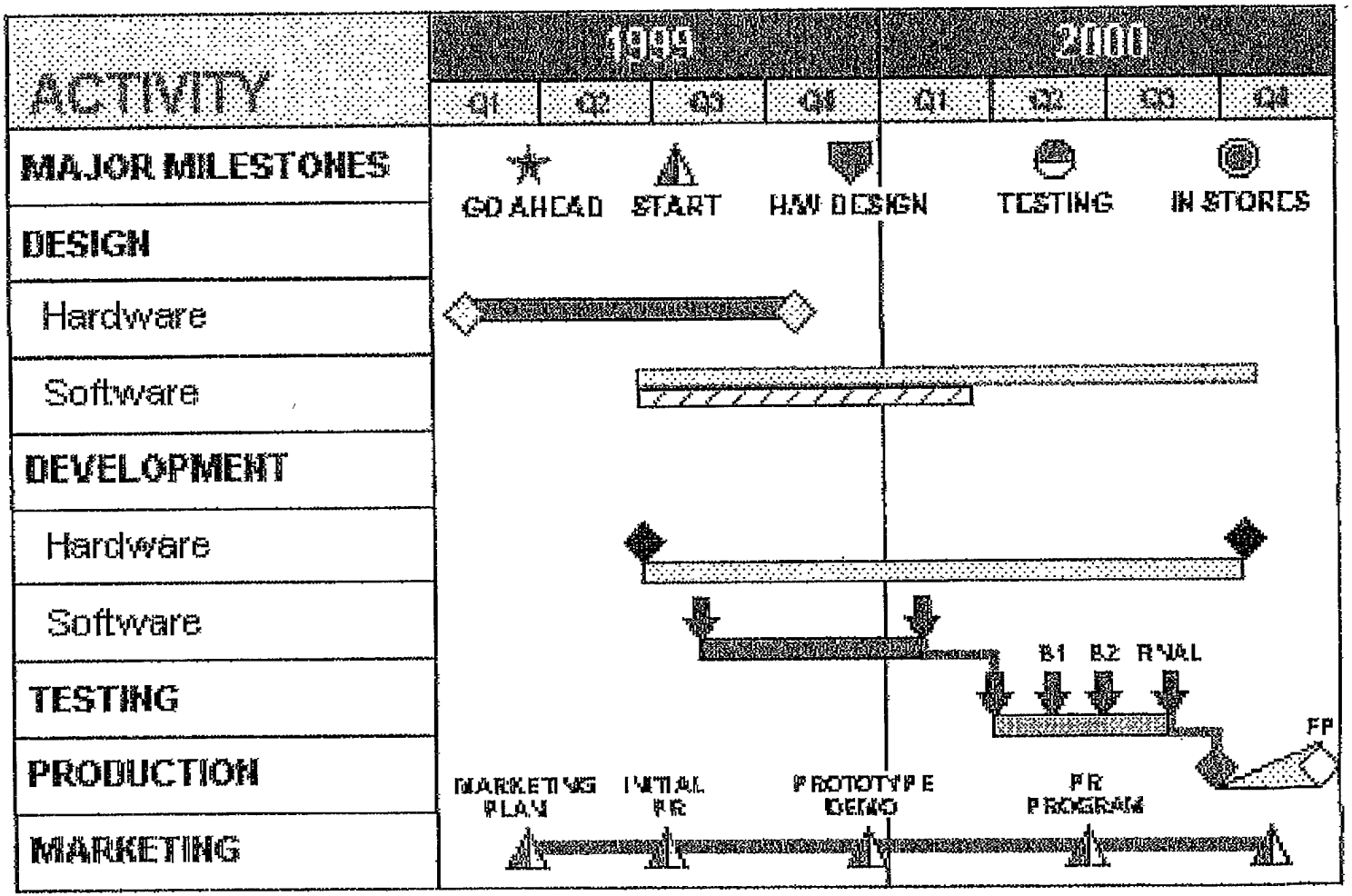


FIG. 12

No.0713 P. 22/26

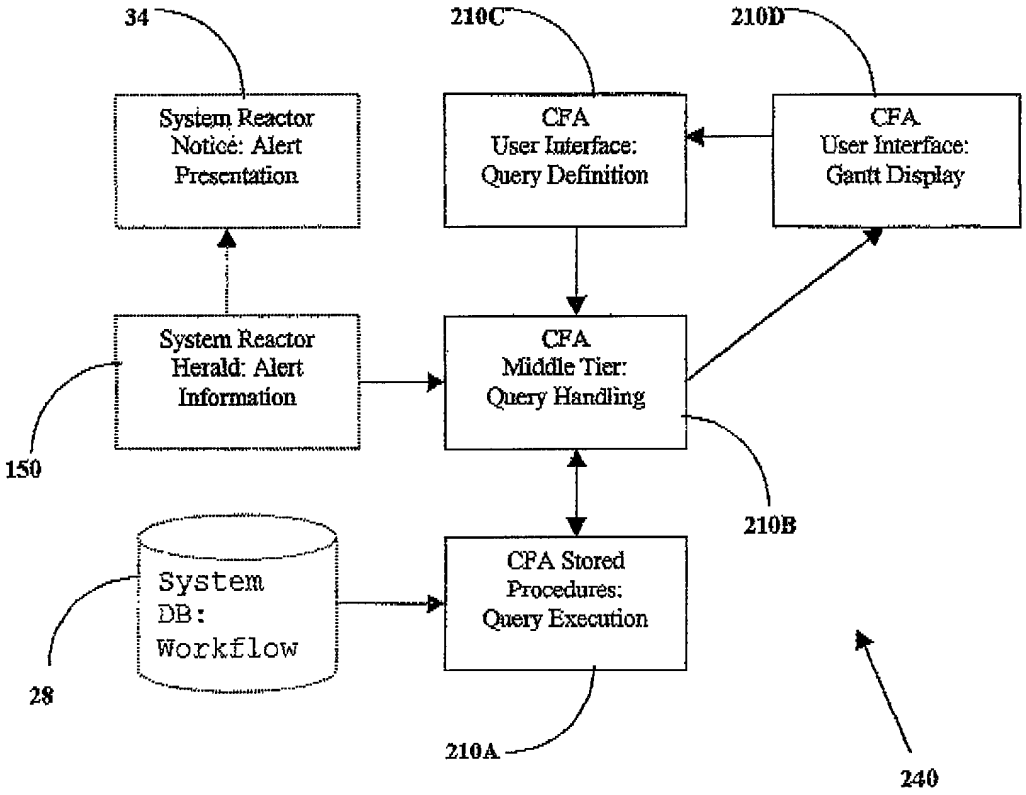

34
210C
210D
System Reactor Notice: Alert Presentation
CFA User Interface: Query Definition
CFA User Interface: Gantt Display
System Reactor Herald: Alert Information
CFA Middle Tier: Query Handling
150
210B
System DB: Workflow
CFA Stored Procedures: Query Execution
28
210A
240

FIG. 13

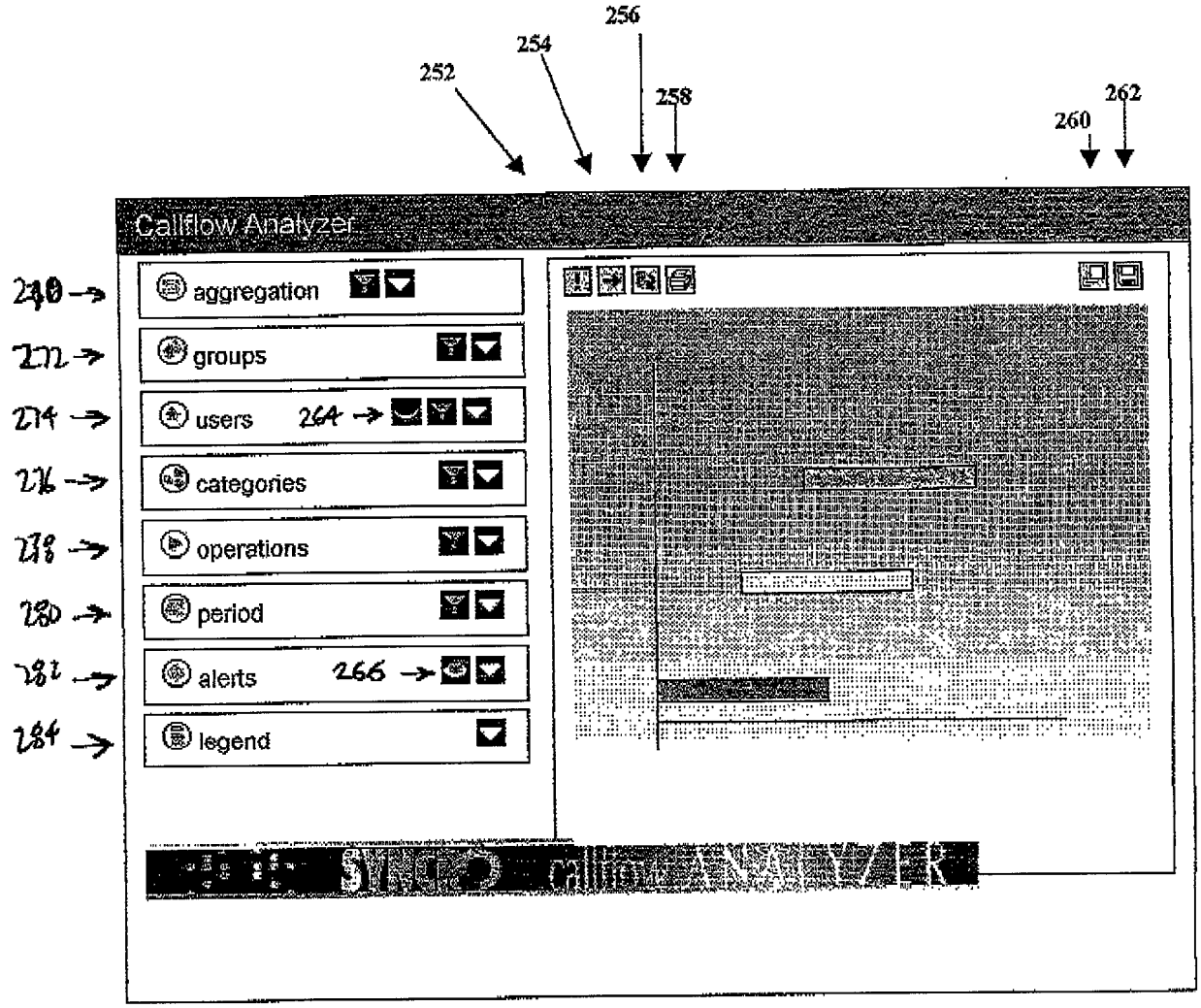


FIG. 14

Main Query Control:

Runs query. opens the "print" dialog.
indicates "live" view, = "no live". Switched by clicking.
indicates auto refresh ("live" only), = no auto refresh. Switched by clicking.
(in "users" pane) indicates "watch" mode, = "watch off". Switched by clicking.

250

Main Notice Control:

(in "alerts" pane) indicates "alert" mode, = "alert off". Switched by clicking.
Shows "notice" window.
indicates auto keep, = no auto keep. Switched by clicking.

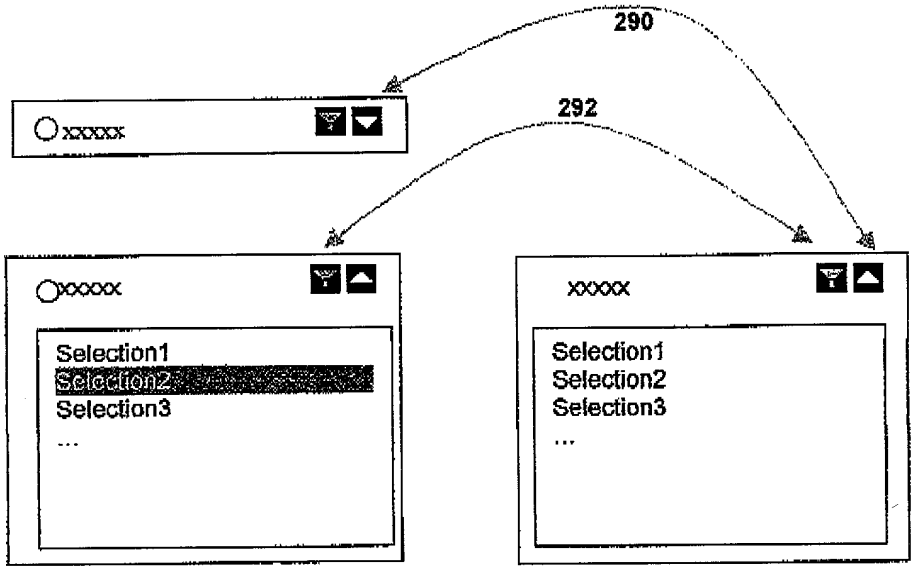

290
292
xxxxx
xxxxx
Selection1
Selection2
Selection3
...
xxxxx
Selection1
Selection2
Selection3
...

FIG. 15

250

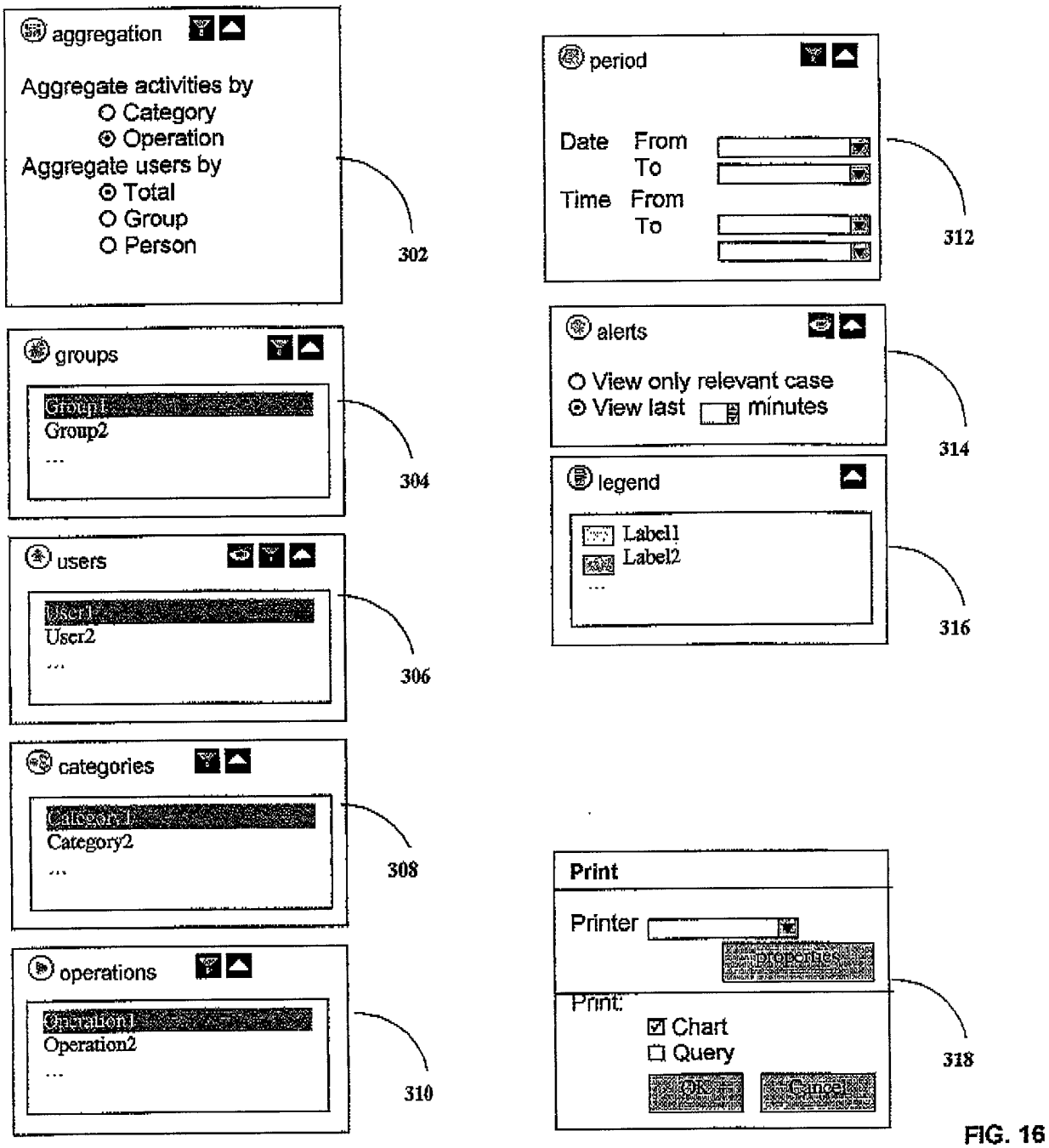


FIG. 16

Exhibit 1008 - Page 1008